

Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

May 25, 2021

G4830-L01-0000001 T00001 P001 *****SCH 5-DIGIT 32808



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Notice of Data Breach

Dear Sample A. Sample:

<<UW Company>> is writing to inform you of an incident that may have involved some of your information even though you may not be a customer of <<UW Company>>. This notice explains the incident, measures we have taken, and steps you may consider taking in response.

What Happened?

The company's security team recently detected indications of a potential security incident involving applications used by insurance agents and consumers to obtain online auto insurance quotes. The company immediately began an investigation and took measures to address the incident, including removing the ability to view driver's license numbers in the online quote process. The investigation determined that an unauthorized actor entered the names and other information obtained elsewhere of individuals with whom <<UW Company>> had no prior relationship and the application prefill process populated that individual's driver's license number between January 7 and April 4, 2021. The company conducted a comprehensive review of the data and, on April 25, 2021, determined that the unauthorized actor could have accessed your name and driver's license number. We reported this incident to law enforcement.

What Information Was Involved?

The investigation revealed that your name and driver's license number could have been accessed.

What We Are Doing.

We will continue to review our cybersecurity program and have already made changes to secure our agent and consumer quote platforms.

What You Can Do.

We have arranged for you to receive a **complimentary** one-year membership to Experian IdentityWorksSM credit monitoring and identity protection services. Experian IdentityWorksSM is completely free to you and enrolling in this program will not hurt your credit score. For more information on Experian IdentityWorksSM, including instructions on how to activate your complimentary one-year membership, as well as some additional steps you can take to protect your personal information, please see the additional information provided in this letter.

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For More Information.

The company understands the importance of protecting personal information and we sincerely apologize for the inconvenience. **If you have questions, please call (833) 281-4828, Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays).** Be prepared to provide your engagement number **B013410**.

Sincerely,

<<UW Company>>

EXPERIAN CREDIT MONITORING INSTRUCTIONS

To help protect your identity, we are offering a **complimentary one-year membership** of Experian IdentityWorksSM. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

Activate IdentityWorks Now in Three Easy Steps

- 1. ENROLL by: August 31, 2021** (Your code will not work after this date.)
- 2. VISIT the Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/plus>
- 3. PROVIDE the Activation Code: ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **(833) 281-4828**. Be prepared to provide engagement number **B013410** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**Activate your membership today at <https://www.experianidworks.com/plus>
or call (833) 281-4828 to register with the activation code above.**

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at (833) 281-4828.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdiction.



ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity over the next 12 to 24 months. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft